VOLUME 1

APPENDIX B

POSTAL OPERATING PLAN

- A. <u>PURPOSE</u>. This appendix contains procedures, general format, and basic content of a Postal Operating Plan (POP).
- B. GENERAL. The POP documents key actions and target times that a military postal activity must meet to perform its mission effectively. SOPS required by Chapter 9, paragraph 902.1., should be combined with the POP.
- 1. The POP provides managers with a systems approach to planning mail processing operations and relates mail processing to transportation scheduling. It also serves as a source document for scheduling work hours, transportation routes, facility changes, briefings, and manpower needs. The POP provides a methodology for determining the effectiveness of a postal operation in processing its mail.
- 2. The plan shall be reviewed and updated at least annually. Update individual sections of the plan as information becomes obsolete or inaccurate.
- c. <u>APPLICABILITY</u>. All MPS operating activities shall prepare plans using the following guidance:
- 1. Parent MPOS receiving outgoing mail from subordinate units shall include them in their postal activity plan.
- 2. Units dispatching mail directly to CONUS shall prepare their own plan.
- 3. Prepare only those portions of the plan that apply to the operation. For example, most shipboard MPOS and some smaller land based MPOS probably would not prepare a ground transportation schedule, or include mail processing targets in the POP. Possibly there are also other sections of the POP that would not be needed, such as graphic layout or pouch or sack rack designs.
 - 4. Responsible commanders may require additional sections to the POP.
- D. <u>DISTRIBUTION</u>. The plan is basically a working level tool to be maintained at the activity. Provide a copy to higher headquarters only if required by command instructions.

E. CONTENT OF THE PLAN

- 1. The basic POP elements consist of seven sections as follows:
- a.. <u>Table of Contents</u>. This section of the POP identifies the date each other section was prepared or updated (see figure B-1). Some sections of the POP may remain static while other data may need updating on an annual or more frequent basis.

b. <u>Basic Information</u>. This section provides basic information about the activity (see figure B-2). Daily average volumes of mail can be obtained from figures B-5 and B-6 described below.



- c. Basic Facility Data. This section provides basic information concerning facility layout, mail processing equipment, and case and rack design.
- (1) Provide a graphic layout of the activity. Show the actual location of equipment used to facilitate mail processing.
- (2) List major equipment used by the postal activity (see figure B-3). Equipment listed shall be depicted on the graphic layout.
- (3) Provide a diagram depicting design of letter or flat cases (see Appendix A, tables 2 and 4, DoD 4525.6-H (reference (j)) for examples, and pouch or sack racks (see figure B-4) used for distribution of mail. On the diagram of letter and flat cases, reflect actual breakdown and routing. Use a separate page for each case or each set or pouch or sack racks in the MPo. For example, if you have one letter case and two flat cases you-would have three pages depicting case designs, each reflecting an individual case.
- d. Mail Processing Profile. This section depicts the average daily volume of mail received and dispatched during a normal workday. The daily average shall be determined by conducting counts over a specified period of time. For the purpose of this portion of the plan, pieces of mail processed are individual letters, parcels, newspapers, flats and irregular parcels and pieces (IPPs) (formally small parcels and rolls). Mail bags consist of pouches and sacks. Normally, volume can be determined by conducting the count each day the facility is operational during a 15-day period. Letter mail piece count can be determined by using the factor one pound of letters equates to 40 pieces, or a linear foot of noncompressed letters equates to 290 pieces. A linear foot of noncompressed flats equates to 115 pieces. Piece count for other than letters and flats shall be determined by actual count.
- Incoming Dail is mail that is received from another (1) Pieces. postal activity that must be processed for delivery to customers or for onward movement to destination. Outgoing mail is mail received from MAOS (served by the reported MPO), MPO units, unit mail clerks, mail orderlies, official mail distribution centers, mail drop boxes, and window operations that requires processing and dispatch. Record individual pieces of incoming and outgoing mail, showing hour received (see figure B-5). For example, mail received during 0700 to 0759 hours would be recorded as 0700 on the sheet. After the mail has been sampled for each work day during the 15-day period, total each type mail, by hour, incoming and outgoing, and divide the total by the number of days worked. Enter this information on a separate sheet (see figure B-5). This will give the average daily volumes by hour. When all this information is recorded, add each type mail, vertically, to determine the total incoming and outgoing volume. These are the daily average volumes and shall be recorded on the basic information page under "Daily Average' Volumes." The mail types are described as:
- (a) First-Class Letters. Letter-size mail that has postage stamps, meter imprint, permit imprints with First Class in the imprint, or with a penalty indicia affixed.

- (b) First-Class Flats and IPPs. Mail bearing postage paid as described under First-Class letters, except it is endorsed "FIRST-CLASS" or "PRIORITY" and cannot be distributed into letter cases. IPPs that consist of small parcels and rolls on which First-Class mail rates have been paid are included in this category.
- (c) Priority Parcels. Parcels weighing more than 12 ounces and which are endorsed "FIRST-CLASS," "PRIORITY," or "AIRMAIL."
- (d) Other Letters. Letters that are not First-Class. These are generally letters that contain advertising matter, sometimes called "surface mail" or ordinary papers.
- (e) Other Flats and IPPs. Flat mails that are not First-Class. Included is advertising matter, magazines, calendars, and newspapers. IPPs that are not First-Class shall be included in this mail type.
- (f) Other Parcels. Parcels that are not Priority. These are generally parcels that have been mailed at the Third- or Fourth-Class rate.
- (g) <u>Registered Mail</u>. Includes all registered mail (letters, flats, IPPs, and parcels) in this type.
- (2) Mail Bags. Mail bags processed are pouches or sacks received (incoming) and dispatched (outgoing). Incoming mail bags consists of those received for working and those transiting the reporting postal activity as closed mail to another activity. Outgoing mail bags consist of those prepared for dispatch and those received as closed mail from other postal activities for onward movement. Prepare separate sheets for working □ail and intransit mail (see figure B-6). After the mail has been sampled for each workday, during the 15-day period, total each type mail, by hour, incoming and outgoing, and divide the total by the number of days worked. Enter these figures on a separate sheet. This will give the average daily volumes by hour. When all this information is recorded, add each mail type, vertically, to determine the total incoming and outgoing volume. These are daily average volumes. The two sheets shall be totaled together and the resulting totals recorded on the basic information page under "Daily Average Volumes."
- e. <u>Mail Processing Targets</u>. This section contains specific mail processing target times developed by postal managers to provide optimum mail processing. It documents the time mail must be available for processing at each sequential step. It accounts for processing of closed mails and working pieces received and dispatched by the postal activity. These targets will not be necessary for postal activities that do not have specific transportation schedules, such as ships at sea.
- (1) Processing targets for closed mail consists of three specific sequential steps with a planned start, critical entry, and clearance time for each (see figure B-7). The planned start is the time scheduled for personnel to be available to perform the specific task. The critical entry time is that time mail must be available to enter each sequential step for working. The clearance time is the time when this specified task must be completed to permit the next step to start.

(2) Processing targets for working mail consist of specific sequential steps with a planned start, critical entry, and clearance time for each (see definitions in subparagraph E.l.e. (1)., above). Smaller postal activities may not perform all sequential steps and need show only those performed. prepare a separate sheet for incoming (see figure B-8) and outgoing (see figure B-9) working mail.

(a) Incoming mail consists of mail received by the activity for delivery to units or individuals served. The sequential steps for this mail and definition for each are as follows:

OPERATION	DEFINITION
RECEIPT	Arrival at the activity of mail addressed to the area served by the activity.
OPENING UNIT	Opening of the trays, pouches, and sacks containing mail.
DISTRIBUTION	Piece distribution of mail into cases, pouches, and sacks in preparation for delivery through all receptacles or dispatch to unit mail clerks, official mail distribution centers, or onward destination.
DELIVERY	Delivery through receptacles or across the counter to customers at the activity.

(b) Outgoing mail consists of mail processed at the activity for dispatch to another location. The sequential steps for this mail and definition for each are as follows:

OPERATION	DEFINITION
COLLECTION	Picking up mail from drop boxes, receipt from customers through service windows, and receipt of all from unit all clerks, mail orderlies, and official mail distribution centers.
FACE/CULL/CANCEL	Facing mail for cancellation, culling out parcels and other mail that must be hand canceled, separating by mail type, and canceling and postmarking.
SORTING	The piece distribution of mail into cases.
DISTRIBUTION	The bundling, tieing out, and distribution of mail into trays, pouches, and sacks and affixing of tags and labels in preparation for dispatch.
DISPATCH	Dispatch of mail to destination outside the activity by the established transportation network.



- f. <u>Transportation</u>. This section contains information relating to transportation networks used by the activity to fulfill its postal mission. List all scheduled ground transportation arriving and departing from the postal activity that is used to transport mail (see figure B-10). Include all highway segments used, including motor pool departure and arrival times. For mail moved by air, attach existing flight schedules prepared in accordance with Chapter 11.
- g. <u>Special Instructions</u>. This section shall contain special information that highlights unique functions or clarifies the operation of the postal activity.
- 2. The examples depicted in figures B-1 through B-10 are guides. Postal activities may devise their own charts or alter the figures to meet local needs.



POSTAL OPERATING PLAN

Table of Contents

ACTIVITY		
SECTION .	DATE PREPARED OR REVIEWED	PAGE NUMBER
Basic Information		
Basic Facility Data		•
Mail Processing Profile		
Mail Processing Targets		
Transportation		
Special Instructions		

Figure B-1. Example of Table of Contents.



BASIC INFORMATION

Activity	APO or FPO Number
Location	Telephone Number
Number of Personnel Assigned - Off	Enl Civ
Duty Hours _ Number of Shifts	Service Window Hrs
Number of Personnel Supported	
Number of Activities, Units, and S	Ships Supported
DAILY AVE	RAGE VOLUMES
TYPE	VOLUME
First-Class Letters	Outgoing Incoming
First-Class Flats and IPPs	Outgoing Incoming
Priority Parcels	Outgoing Incoming
Other Letters	Outgoing Incoming
Other Flats and IPPs	Outgoing Incoming
Other Parcels	Outgoing Incoming
Registered Mail	Outgoing <u>Inc</u> oming
Airmail (Orange)	Outgoing <u>Inc</u> oming
MOM (Gray)	Outgoing Incoming
SAM (Red)	Outgoing Incoming
Surface (White)	Outgoing Incoming
Local Forces (Green)	Outgoing Incoming
Prepared By:	

Figure B-2. Example of Basic Information Page.



MAIL PROCESSING EQUIPMENT

Item Number	Description	Quantity on Hand
2A	Table, Dumping, and Stamping	1
21 B	Case and Table, Flat Paper	2
32	Rack, Parcel Post Sac (5-sack)	2
79	Case and Table, Letter (49 Separation]	2
1070	Truck, Platform, Handtilting	3
ment, sack	racks, and so forth.)	

Figure B-3. Example of Equipment List.



ARRANGEMENT OF POUCH OR SACK RACKS

Draw a diagram of pouch reck or racks. Continue on additional pages as needed. Reflect actual breakdown or routing. Also, indicate density rank along with sortation.

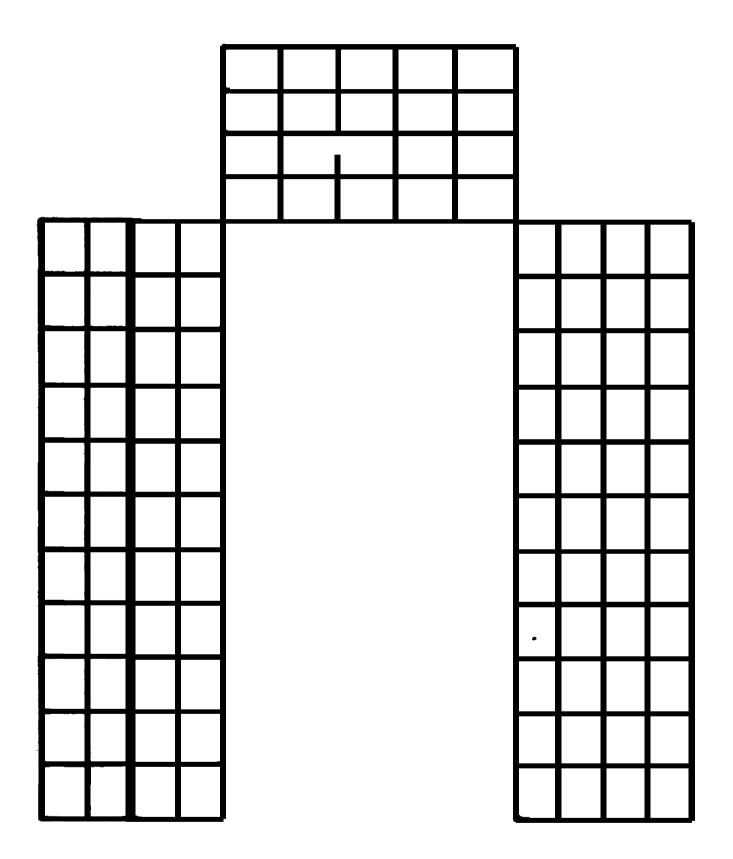


Figure B-4. Example of Mail Distribution Pouch or Sack Racks.



PIECES OF MAIL PROCESSED PROFILE

This chart need only reflect the hours that the activity normally is open for mail processing.

	1ct Class	c lat Class	Driority	Othor	Other	Othor I B	agistarad	1 1	Par-
BEGIN TIME	Lottors	s 1st Class Flats or IPPs	Parcole	Letter	Flats or IPP	Dureole	Mail	Total	L
	Letters	rials of IPPS	raiceis	rattata i	rials of IFF	Faiceis	IVIAII	TOLAI	cent
_			'		<u> </u>	+	 	₹ :	<u>!</u>
Outgoing									
0700 Incoming						_			
Outgoing									
0800 Incoming								1	
Outgoing Outgoing									
0900 Incoming									
Outgoing									
1000 Incoming									
Outgoing									
1100 Incoming									
Outgoing									
1200 Incoming									
Outgoing									
1300 Incoming									
Outgoing									
1400 Incoming									
Outgoing									
1500 Incoming									
Outgoing									
1600 Incoming									
Outgoing									
1AM Incoming								1	1
Outgoing		 							
1800 Incoming		<u> </u>					†	 	
Outgoing						+		 	
Subtotal Incoming		+				-		 	
						+		+	
Outgoing									

Figure B-5. Example of Raw Mail Proceeding Profile.

MAIL BAGS PROCESSED



Working Mail (Mail actually processed at the activity).

Intransit Mail (Closed bags received into the facility for onward dispatch).

(Check	•
Appropria Block)	te

LEGEND Incoming Outgoing

This than need only reflect the hours that the activity normally is open for mail processing.

Sacks or Pouches By Color

Begin Time	Orange (Include Registered)	Grey	Red	White (Canvas)	Green*
0600					
0700					
0800					
0900					
1000					
1100					
1200					
1300					
1400					
1500					
1600					
1700					
1B00					
Totál Volume					
Percent of Total					

NOTE: ● Local Forces Mail

Figure B-6. Example of Mail Bag Processing Profile.

MAIL PROCESSING TARGET - INTRANSIT PIECES

,	PROCESSING TARGETS FOR CLOSED SACKS OR POUCHES							
	ORANGE	GREY	RED	WHITE (canvas)	GREEN"	REGISTERED		
RECEIPT					_			
Planned Start					_			
Critical Entry								
Clearance								
DISTRIBUTION								
Planned Start								
Critical Entry								
Clearance								
DISPATCH								
Planned Start								
Cical Entry								
Clearance					_			

^{*} cal Forces Mail

Figure B-7. Example of Mail Processing Target for Intransit Mail.

MAIL PROCESSING TARGET - INCOMING WORKING MAIL

***.....

				MAIL LTE	2		
MAIL PROCESSING ACTIVITY	1st-Class Letters	1st-Class IPPs and Flats	Priority Parcels	Other Letters F	Other Flats and IPPs	Other Parcels	Registered Mail
RECEIPT							
Planned Star							
Critical Entry							
Clearance							
OPENING UNIT							
Planned Start							
Critical Entry							
Clearance							
DISTRIBUTION				-			
Planned Start							
Critical Entry							
Clearance							
DISPATCH							
Planned Start							
Critical Entry							
Clearance							
DELIVERY							
Planned Start							
Critical Entry							
Clearance							

Figure B-8. Example of Mail Processing Target for Incoming Working Mail.

Figure B-9. Example of Mail Processing for Outgoing Working Mail. Target

MAIL PROCESSING TARGET - OUTGOING WORKING MAIL

				WAIL TY	PE		
MAIL PROCESSING ACTIVITY	1st-Class Letters	1st-Class IPPs and Flats	Priority Parcels	Other Letters	Other Flats and IPPs	Other Parcels	Registered Mail
COLLECTION Planned Start Critical Entry Clearance							
FACE/CULL/CANCEL Planned Start Critical Entry Clearance							
SORTING Planned Start Critical Entry Clearance							
DISTRIBUTION Planned Start Critical Entry Clearance							
DISPATCH Planned Start Critical Entry Clearance							

>-10. Example of Schedule. Ground Transportation

GROUND TRANSPORTATION SCHEDULE

FROM (Geographical Location)	Departure Time	TO (Geographical Location)	Arrival Time	Frequency of Highway Trips	Expected Time Enroute	Vehicle Type
						_